

## **BOX OFFICE COORDINATOR**

### **PURPOSE AND NATURE OF WORK**

This position is responsible for supervising and directing all aspects of the box or ticket office at the Heymann Performing Arts Center and the Frem Boustany Convention Center. These facilities are part of the Arts & Culture Division. This includes training, directing and scheduling of a small part-time staff. General supervision is received from the Manager of the Division of Arts and Culture.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Services the ticket needs of promoted events for the facilities and other outside facilities. Oversees computerized ticketing system outlet sales for the region; in charge of the cash management functions of the box office; prepares financial operating reports of the facility reserve account for series clients and disburse funds as it applies to that client; prepares monthly reserve account event settlements, ticketing system event settlements, bank statements, credit card statements, outlet sales report, processing fee report and check register reports; conducts final settlement with client/reporters; maintains all files on each event; designs and markets quarterly public relations publication about events at the facility; trains, directs and supervises box office employees.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS**

Thorough knowledge of the entertainment industry practices of booking, tours, and promotion of music, theatrical and other entertainment events.

Thorough knowledge of box office operations.

Knowledge of computerized ticketing systems.

Knowledge of basic accounting and cash management principles and practices.

Knowledge of business computer operations and programs.

Ability to establish and maintain effective working relationships with promoters entertainers, community groups, employees and the general public.

Ability to work varied hours, including weekends and holidays

Ability to express ideas clearly and effectively, both orally and in writing.

### **DESIRABLE TRAINING AND EXPERIENCE**

Graduation from high school supplemented by course work in marketing, business, accounting, computer operation systems and/or hospitality management and experience in the administration of box offices of public assembly facilities and performing arts centers, or an equivalent combination of training and experience.